OFFICE SYSTEMS DIVISION

Number of Staff: 36

Locations: Phoenix City Hall, 10th and 15th floors

Calvin C. Goode Building, 4th floor

City Clerk Department Support (602) 261-8867

 Provides LAN and technology support for the City Clerk Department

- Provides computer and technical support for City of Phoenix Elections Ballot Tabulation Systems and Early Voting Election System
- Manages the Enterprise and Department Computer Room Facilities
- Provides systems development services

Facts

- Supports 150 desktop computer users
- Maintains 6 major client server applications





Special Projects (602) 262-1874

- Collaborates with Information Technology Department on staffing the Applications Certification Team; the Team verifies that new software and new software releases of existing applications work with the products installed at the City
- Provides high level computer, technical, and project management skills for City Clerk Office Systems customers' projects

Facts

- Certifies over 20 standard software products used citywide annually
- Provides project management services for Microsoft products, certifications and applications
- Provides project management support to Mayor and Council, City Manager, City Clerk, and Elections for desktop and database applications





Enterprise Operations (602) 262-7354

- Manages and maintains the enterprise electronic messaging and calendaring systems for the City for over 8,000 city employees
- Assigns and manages all enterprise Logon and Messaging Ids for the City
- Manages the City's Enterprise Information Technology Call Center (602) 534-4357
- Provides technical support for Office Automation products and systems to City LAN Administrators

Facts

- Supports over 8,000 electronic mailboxes and calendars
- Handles over 30,000 call center requests annually

Enterprise Training and Support Section (602) 256-5672

- Provides training in the City's standards for Office Automation and Desktop products and systems to all City employees
- Manages the enterprise scheduling for Office Automation classes
- Provides customized course development for Departments
- Provides consultation on and development of macros for applications developed in Microsoft Office products
- Provides LAN and technology support for the Mayor's Office, City Council Offices, City Manager's Office and Functions, Budget and Research, City Auditor and Public Defender
- Provides Braille Translation Services of City created documents
- Provides onsite computer support for authorized home personal computer users

Facts

- Trains over 4,500 City staff annually
- Conducts over 500 computer classes annually
- Supports over 70 remote
 City network
 access users

